

## Bundle Public Board 30 July 2020

- 3.11 Well-being Objectives Annual Report 2019/20 / Amcanion Llesiant Adroddiad Blynyddol 2019/20  
*Presenter: Sarah Jennings*  
SBAR HDdUHB Well-being Objectives Annual Report 2019/20  
Well-being Objectives Annual Report 2019/20



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	30 July 2020
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	HDdUHB Well-being Objectives Annual Report 2019/20
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Sarah Jennings, Director of Partnerships and Corporate Services
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Anna Bird, Assistant Director, Strategic Partnerships, Diversity and Inclusion Clare Hale, Strategic Partnership and Inclusion Manager

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Ar Gyfer Penderfyniad/For Decision

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

*The Well-being of Future Generations (Wales) Act 2015* (the Act) came into effect on 1<sup>st</sup> April 2016 with the aim of improving social, economic, environmental and cultural well-being of across Wales. The Act requires NHS bodies to report on the progress they have made in meeting their well-being objectives in each financial year. The Board is invited to approve for publication Hywel Dda University Health Board's (HDdUHB) Well-being Objectives Annual Report for the period 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020 in order to fulfil the Health Board's statutory obligations.

#### Cefndir / Background

The Well-being of Future Generations (Wales) Act 2015 sets out a number of requirements for individual public bodies, including HDdUHB. These include a requirement for the Health Board (HB) to:

- Set and publish well-being objectives (s.3(2)(a)) and take all reasonable steps to meet those objectives (s.3(2)(b));
- Publish a statement regarding well-being objectives (s.7(1));
- Publish an Annual Report showing the progress made in meeting the organisation's objectives (s.13 (1) and Sch.1).

Where possible, NHS bodies should seek to integrate this reporting with their requirement to publish annual reports and accounts. Whilst a 'Well-being of Future Generations Act' (WBFGA) section is included within the HDdUHB Annual Report, a detailed report of progress in meeting well-being objectives and steps taken to contribute to wider well-being goals for Wales, is specifically set out in the Well-being Objectives Annual Report 2019/20.

#### Asesiad / Assessment

In November 2019, HDdUHB refreshed its well-being objectives for 2019/20 onwards, and established 8 new objectives:

1. Plan and deliver services to increase our contribution to low carbon.
2. Develop a skilled and flexible workforce to meet the changing needs of the NHS.
3. Promote the natural environment and capacity to adapt to climate change.
4. Improve population health through prevention and early intervention, supporting people to live happy and health lives.
5. Offer a diverse range of employment opportunities which support people to fulfil their potential.
6. Contribute to global well-being through developing international networks and sharing of expertise.
7. Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.
8. Transform our communities through collaboration with people communities and partners.

To ensure that HDdUHB continues to meet its duties under the Act, the HB continues to work through the WBFGA Task and Finish Group, which has wide representation from across the organisation. Over the past year the WBFGA Task and Finish Group has:

- Reviewed the HB's approach to agree ways of strengthening organisational governance and reporting arrangements.
- Linked the organisation's well-being objectives to specific Executive Director portfolios of work.
- Developed awareness-raising training for all new staff as part of their induction.
- Reviewed the extent to which the HB's Procurement Team is embedding the principles of the Act.
- Developed information relating to the Act, together with a directory of projects and case studies to demonstrate to HB staff how the Act is being applied and embedded by others.
- Worked with HDdUHB's Strategic Planning and Transformation teams to further embed the Act into existing planning and reporting arrangements.

The Well-being Objectives Annual Report 2019/ 20 provides:

- Evidence of how work delivered through the HB has supported the achievement of organisational well-being objectives;
- Specific examples of how, in delivering its core business, the HB has contributed to the 7 national Well-being Goals;
- Evidence of the HB's work with Public Service Boards (PSBs) and contribution to PSBs Well-being Plans and objectives.

Despite the need to adapt ways of working to respond to the COVID-19 pandemic, the Strategic Partnerships, Diversity and Inclusion team is aware of many examples which evidence the HB's application of the Act's five ways of working: taking a long-term approach, collaboration and integration, focusing on prevention and involving staff, patients and communities. Whilst not captured in the 2019/20 Annual Report, recent evidence of service delivery and transformation at an operational and corporate level will ensure that significant examples of progress will be included in the Well-being Objectives Annual Report 2020/21.

### Argymhelliad / Recommendation

The Board is asked to:

- **APPROVE** for publication HDdUHB's Well-being Objectives Annual Report for the period 1<sup>st</sup> April 2019 – 31<sup>st</sup> March 2020 in order to fulfil the HB's statutory obligations.

<b>Amcanion: (rhaid cwblhau)</b> <b>Objectives: (must be completed)</b>	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s): <a href="#">Hyperlink to NHS Wales Health &amp; Care Standards</a>	Governance, Leadership and Accountability
Amcanion Strategol y BIP: UHB Strategic Objectives: <a href="#">Hyperlink to HDdUHB Strategic Objectives</a>	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	9. All HDdUHB Well-being Objectives apply

<b>Gwybodaeth Ychwanegol:</b> <b>Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Well-being of Future Generations (Wales) Act 2015
Rhestr Termiau: Glossary of Terms:	Included within main body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Well-being of Future Generations Task and Finish Group

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	HDdUHB staff time to support engagement activities and plan development form part of their existing duties and responsibilities. There are additional project and delivery group meetings being established to drive forward implementation of the Well-being Plans which will require input from senior officers of the UHB
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	Improving the well-being of the population is at the forefront of this legislation.
<b>Gweithlu:</b> <b>Workforce:</b>	Implementing the five ways of working required under the Well-being of Future Generations (Wales) Act 2015 should lead to evidence of increased collaboration and integration between services, professionals and communities.

<b>Risg: Risk:</b>	The UHB has a duty to work collaboratively to address the 7 Well-being Goals for Wales. There is a risk that the need to demonstrate our progress is considered an “add on” responsibility by UHB staff. Embedding the principles of the act into everyday business is therefore paramount and contributing to the project and delivery groups of PSBs needs to demonstrate the synergy with achieving the UHBs goals.
<b>Cyfreithiol: Legal:</b>	<p><i>The Well-being of Future Generations (Wales) Act 2015</i> (the Act) provides that the UHB (as a designated public body) must publish a Well-being Statement, Well-being Objectives and provide an Annual Report on progress towards meeting these objectives.</p> <p>An aim of the Act is to place communities at the heart of decision making. The public can use the Act to ensure that public bodies are taking the approach to decision making that utilises the 5 ways of working in line with the sustainable development principle when developing or making changes to services that impact upon them and their community. The UHB will need to ensure that all transformation and service change projects, including capital developments, take account of the new statutory requirements</p>
<b>Enw Da: Reputational:</b>	There is a statutory requirement for the UHB to contribute to the work of the PSBs.
<b>Gyfrinachedd: Privacy:</b>	N/A
<b>Cydraddoldeb: Equality:</b>	The focus of equality runs throughout the work of the PSBs aligned to the Well-being goal: A More Equal Wales.

# Our Well-being Objectives: Annual Report for the period 1 April 2019 – 31 March 2020

*(Draft Version 2.3 - 08/07/20)*

Contributing to future well-being in Hywel Dda, Wales and beyond



**A prosperous  
Wales**



**A resilient  
Wales**



**A healthier  
Wales**



**A more  
equal Wales**



**A globally  
responsible  
Wales**



**A Wales of vibrant  
culture and  
thriving Welsh  
language**



**A Wales of cohesive  
communities**

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## Introduction

Hywel Dda University Health Board (The UHB), are publishing this Annual Report to demonstrate our progress during 2019/20 towards meeting our Well-being Objectives which were refreshed in November, 2019.

The Well-being of Future Generations (Wales) Act 2015 establishes both individual and collective duties for forty four public bodies, including Health Boards. The UHB is a member of three Public Services Boards (PSBs) one in each of our local authority areas of Carmarthenshire, Ceredigion and Pembrokeshire. Through our membership, we work with a variety of local and regional partners and aim, through our collaboration and partnership working, to improve well-being for our population. The Act sets out seven national well-being goals and five ways of working that public bodies are required to work collaboratively towards achieving. The seven well-being goals are:

**A prosperous Wales** – where resources are used efficiently and proportionately (including acting on climate change) and everyone has jobs and there is no poverty.

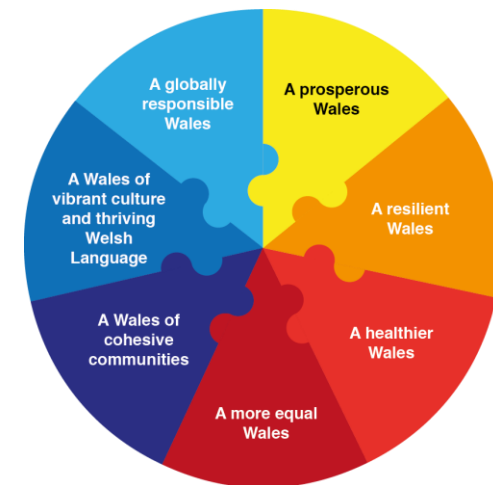
**A resilient Wales** – where we are prepared for things like floods and are adapting to climate change.

**A healthier Wales** – where physical and mental health are maximized.

**A more equal Wales** – where everyone has an equal chance whatever their background.

**A Wales of cohesive Communities** – where communities are safe and well-connected.

**A Wales of vibrant culture and thriving Welsh language** – where we have lots of opportunities





to do different things that promote culture, heritage and Welsh language.

**A globally responsible Wales** – where we think about global well-being of other people around the world.

The **Seven Well-being Goals for Wales** and **Five Ways of Working** provided by the Act are designed to support and deliver a public service that meets the needs of the present generation, without compromising the ability of future generations to meet their own needs. This is called the 'sustainable development principle'. There are five things that public bodies need to think about to demonstrate that they have applied the sustainable development principle, these are called the **Five Ways of Working** and are shown below:



**Long Term**

**Prevention**

**Integration**

**Collaboration**

**Involvement**

**Continued**

**In this Act, any reference to a public body doing something “in accordance with the sustainable development principle” means that the body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.**





*Well-being of Future Generations (Wales) Act 2015, Part 2  
‘Improved well-being, section 5 ‘the sustainable development principle, paragraph (1)’.*





[Appendix 1](#) provides a summary of how the national Well-being Goals and Five Ways of Working are defined by Welsh Government, as some of the words have a slightly different meaning to that which we might generally use.

Implementing the Act’s requirements will support other legislative commitments such as the Social Services and Well-being (Wales) Act 2014, the Environment (Wales) Act 2016, Welsh Language Act 1993, Equality Act 2010, and the United Nations Convention on the Rights of the Child.

## Our Well-being Statement & Objectives

In November 2019 we refreshed our wellbeing objectives for 2019/20 onwards and recognised that we needed to increase the scale and pace of our work to support de-carbonisation and bio-diversity. Our Well-being objectives are not confined to a single national outcome and align to more than one of the national goals, but for ease of reference, we have linked our objective to the goal where there is likely to be the greatest impact.

UHB Well-being objectives 2019/20 onwards	Wales' National Well-being Goals
1. Plan and deliver services to increase our contribution to low carbon.	 A prosperous Wales
2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.	 A prosperous Wales
3. Promote the natural environment and capacity to adapt to climate change.	 A resilient Wales
4. Improve population health through prevention and early intervention, supporting people to live happy and healthy lives.	 A healthier Wales

<p><b>5. Offer a diverse range of employment opportunities which support people to fulfil their potential.</b></p>	 <p><b>A more equal Wales</b></p>
<p><b>6. Contribute to global well-being through developing international networks and sharing of expertise.</b></p>	 <p><b>A globally responsible Wales</b></p>
<p><b>7. Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.</b></p>	 <p><b>A Wales of vibrant culture and thriving Welsh language</b></p>
<p><b>8. Transform our communities through collaboration with people, communities and partners.</b></p>	 <p><b>A Wales of cohesive communities</b></p>

## Embedding the principles of the Well-being of Future Generations (Wales) Act 2015

The Act is core to our longer term planning within the UHB, both as part of our Annual Plan/Integrated Medium Term Plan as well as our health and care strategy 'A Healthier Mid and West Wales: Our Future Generations Living Well', where we made promises that our services will always aspire to be safe, sustainable, accessible and kind. We are committed to delivering this to ensure that we improve the population's health and wellbeing regardless of age or health condition.

Our three strategic goals – starting and developing well, living and working well and growing older well – are underpinned by the Wellbeing of Future Generations Act which places the sustainable development principle at the centre of our transformation journey. Our 'Health and Wellbeing Framework' describes our ambitions for the future of health and wellbeing in Hywel Dda, and how we think we can make a transformational shift. It involves changing the way we do things within NHS services in Hywel Dda and how we play a meaningful part in what happens in our communities. Beyond health and care, however, the framework supports everyone – the public, staff and partners – to play a part in creating health and wellbeing at work, home and in local communities. It complements our strategy, sharing the vision and goals to improve health and wellbeing in health services needed to be there when we are ill and need treatment and care but evidence shows that the NHS contributes only around 10% of our overall health and wellbeing over our lifetime. How long we live, and for how many years we stay well, are more influenced by the conditions in which we are born, grow, work, live and age. This is why we are developing a Social Model of Health at the core of our long-term ambitions.

Our shared vision is a mid and west Wales where individuals, communities and the environments they live, play and work in are adaptive, connected and mutually supportive. This means people are resilient and resourceful and enabled to live joyful, healthy and purposeful lives with a strong sense of belonging.



*The Three Strategic Goals from 'A Healthier Mid and West Wales'*



The UHB throughout the engagement of our 'A Healthier Mid and West Wales: Our future generations living well' Strategy has used a family '[Teulu Jones](#)' to test and help us think about our proposals

We have used this approach in our Well-being of Future Generations Act Annual Report 2019/20 this year so that our deliverables under our eight well-being objectives can come to life through the eyes of our patients and communities.

## Delivering our Well-being objectives during 2019-2020

To ensure that the UHB is meeting its duties under the Act it continues to work through the WBFGA Task and Finish Group which has wide representation from across the organisation. Over the past year the UHB Task and Finish Group has:

- Developed a WBFGA overview as part of a 'person centered care' module for all new staff as part of their induction. Over 1,152 have received training to date.
- Reviewed how the UHB's procurement team are embedding the principles of the Act.
- Developed information on the Act on our intranet including a directory of projects and case studies to demonstrate to staff how the Act is being applied and embedded by others.
- Working with our Planning teams to further embed the Act into existing planning and reporting arrangements.

Set out in the next section is a selection of case studies which demonstrate some of the specific projects that the UHB staff have been delivering to support our Well-being Objectives.

To make our Well-being Objectives come to life through the eyes of patients and communities we have also included examples of how they have made a difference to members of the 'Teulu Jones' family.

Additionally the UHB has developed a directory of projects which gives an overview of projects which are being developed, or have been established in the UHB that are supporting delivery of our eight Wellbeing Objectives.



## UHB Well-being Objective 1: Plan and deliver services to increase our contribution to low carbon

"We were desperate for a filing cabinet on the ward and I heard of the new WarpIT system. I logged on to the intranet and requested one which was delivered the next day. So easy to use and great to see the savings we are making in waste"

Sioned Jones



- ✓ **Our Web based- Waste Action Reuse Programme (WarpIT)** is enabling staff to reuse surplus furniture and equipment. The platform allows users to find what they need without submitting procurement requests for new items, helping to save money as well as being better for the environment. Carbon savings, waste avoided and total monetary savings as of March 2020 are:

CO2 (KG) SAVED

0162979

WASTE AVOIDED (KG)

0042342

TOTAL SAVINGS (£)

0218003

"Well I have to say that meal I had in the canteen when in Glangwili Hospital the other day was absolutely delicious. I was pleased to see that they used locally sourced produce. I've put a lot of weight on and have been eating a lot of processed ready meals, so it's made me think of shopping local and sourcing from my local butcher" Rhys Jones



- ✓ **Our catering departments have been taking positive steps to reduce food miles.** To support NHS Sustainability Day on the 19th March 2020 the UHB's catering departments created menus for our staff canteens based on locally sourced and Welsh produce. Our catering departments also are taking positive steps to reduce single use containers in the staff canteens - staff can now bring their own (clean!) takeaway container to all our canteens. Linked to this, via the All Wales procurement framework agreement, we utilise a Pembrokeshire based supplier for all our milk requirements and our milk is travelling within a forty-mile radius of their bottling plant in Haverfordwest.



## UHB Well-being Objective 2: Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.



"I've always thought about a career in health, but wasn't sure whether nursing was for me and as a single parent I need to bring in income. I've just heard about the health board's apprenticeship programme wow this sounds like a great opportunity to earn and learn". **Lianne Thomas**



- ✓ **Our UHB Health Care Apprentice Programme** was launched in May 2019, enabling those who need to earn and learn to become a fully registered nurse through work-based learning. We recruited 53 Healthcare Apprentices and 3 Patient Advisory Liaison Service Apprentices during 2019/20.

Take a look at our short film for an insight into our amazing journey finding our first Health Care Apprentices at Hywel Dda Health Board:

<https://youtu.be/1-cD8nFfPwc>

- ✓ **The UHB held its first ever 'This is Me Conference'** in collaboration with Swansea Bay University Health Board on the 4<sup>th</sup> July 2019. It was hosted by the Strategic Partnerships, Diversity and Inclusion Team and was themed around diversity and inclusion in the workplace. The purpose of the conference was to raise awareness of the diversity of staff across the two organisations, to illustrate the benefits of a diverse workforce and the importance of breaking down barriers and supporting staff to be the best they can be.

- ✓ [Link to 'This is Me' Conference Video](#) . Chief Executive of the UHB, Steve Moore, also spoke at the event and said:

*“For Hywel Dda acceptance is at the heart of our values, working together to be the best we can be. People striving together.”*



- ✓ **The UHB launched the ‘I am...’ recruitment campaign** in autumn 2019. The purpose of the campaign was to showcase staff with a range of characteristics including protected characteristics to demonstrate the diversity of the UHB and encourage a broad diversity of staff to apply for posts - [Link to video here](#)



## UHB Well-being Objective 3: Promote the natural environment and capacity to adapt to climate change.

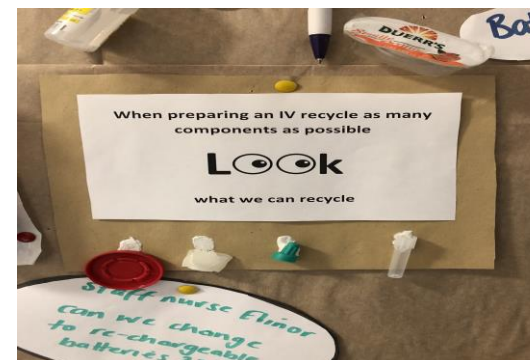


"I just saw the 10 climate change actions for parents poster when I was in the clinic. It really inspired me to look at how I can shop smarter and re-use things. I need to be thinking of my baby's future, so the tips were great" – Lianne Thomas



- ✓ **10 Climate Change Actions for Pembrokeshire Parents** was developed by our colleagues in Midwifery – highlighting how new parents can support future generations. As part of this project the UHB worked in partnership to plant 1300 trees with Tir Coed, Pembrokeshire County Council, Pembrokeshire Coastal National Park, The Woodland Trust and Pembrokeshire Lamb. The project is the start of a Pembrokeshire woodland for Pembrokeshire babies, with the trees representing the number of babies born annually in the county.

- ✓ **Wards and Departments are also getting involved with raising awareness of green issues.** One ward raising awareness of recyclable clinical waste is Merlin Ward in Glangwili Hospital, Carmarthen.



**UHB Well-being Objective 4: Improve population health through prevention and early intervention, supporting people to live happy and healthy lives.**

“I just felt really down, it was late at night and something came over me. I saw an advert on Facebook about the ‘twilight sanctuary’ I rang them, it was 1.30 am, they reassured me and we chatted about how I was feeling and I went in to see them the following day” **Rhys Jones**



- ✓ **The UHB launched the Twilight Sanctuary in Llanelli** in September 2019, working in partnership with Dyfed Powys Police, Carmarthenshire County Council, Hafal and Mind. The Twilight Sanctuary is a ground breaking out of hours mental health service for adults in Llanelli. It is the first of its kind in Wales, open Thursday to Sunday from 6pm to 2am, offering early access to help and a place of sanctuary for adults at risk of deteriorating mental health, when other support based services are closed. [About The Twilight Sanctuary - Video](#). The individuals who are currently known to core mental health services who are regularly utilising the Twilight Sanctuary have decreased their contact with secondary services, enabling them to be supported at a community level (with reduced stigma). Individuals are contacting the Twilight Sanctuary instead, and are engaging self-help techniques. By the end of March, 2020 the centre has had 113 users to date. One user and their family said ‘it saved their lives’.
- ✓ **Early Intervention in Psychosis Employment Support** is a UHB project in partnership with MIND Cymru. It provides Employment Support Workers that work closely with young people and Occupational Therapists within the Early Intervention in Psychosis Service. Support is aimed at improving the work, education and training outcomes of young people. So far 71.9% of individuals who have used the service have accessed work, education or training. The project won an award for ‘Working Seamlessly across the Public and Third Sector’ during the NHS Awards Cymru 2019, and is also one of 3 UK Finalists for Advancing Healthcare Awards 2020.

“My parents are elderly and frail. I work away in the week in Birmingham and always worry about them. The Delta Connect project has been absolutely amazing, they set up some technology enabled care for my parents and they now receive regular well-being calls. It’s a great peace of mind for me knowing there is support for them should something happen while I am away” **Gareth Jones**



- ✓ **Delta Connect** - The project provides an enhanced lifeline and telecare service across Carmarthenshire, Pembrokeshire and Ceredigion. The pilot project has been funded by the Welsh Government’s Transformation Fund, enabling the West Wales Care Partnership Board to work together to help shape the future of health and social care services across west Wales.

The aim of the project, which is the first of its kind in Wales, is to support a prevention and early-intervention care system through pro-active wellbeing calls which can help identify any potential health and wellbeing issues at the earliest opportunity to ensure needs are supported accordingly, providing a specialist response service and via community-based support whenever individual’s need it. As part of the service, Delta Connect also offers flexible support packages tailored towards an individual’s specific needs to help them live independently for as long as possible utilising the latest Technology Enabled Care (TEC).

<http://www.deltawellbeing.org.uk/delta-connect/>



“Well that Centre in Cardigan is amazing, I was able to see my GP, the diabetic nurse, collect my prescription and have a chat with the well-being officer about things going on in the community to keep me busy. So much easier than before, all these services together in one centre as I don’t like to leave my wife Mari on her own as I’m her main carer”. **Alun Jones**



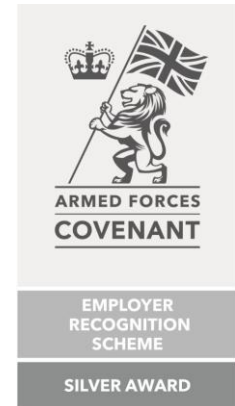
- ✓ **As part of our Healthier Mid and West Wales Transformation Programme Cardigan Integrated Care Centre opened its doors** to the public on Monday, 9<sup>th</sup> December, 2019. The Centre is part of our vision for integrated care services delivered collaboratively with patients, partners and communities. The opening of the centre represents a decisive change of direction in the way that we deliver health and social care services in a largely rural landscape in the 21st Century. As well as providing a modern, fit for purpose healthcare service including a GP practice, dental service and pharmacy, the new centre will host a range of other clinics and services delivered by the UHB, the third sector, local authority and partner organisations.



**UHB Well-being Objective 5: Offer a diverse range of employment opportunities which support people to fulfil their potential.**

✓ **Our Armed Forces guaranteed interview scheme was established in January, 2020.**

The scheme enables applicants from the Armed Forces Community, who meet the minimum criteria for the vacancy, to be guaranteed an interview. The UHB is part of the Defence Employer Recognition Scheme and holds the Silver Award for employer organisations that pledge, demonstrate or advocate support to defence and the armed forces community, and align their values with the Armed Forces Covenant.



“My dream has always been to be a registered nurse, but it’s a juggle, as I am a Carer to my mum. It’s fantastic to hear that there a flexible options including the Grow your Own initiative for me when the time is right.

I didn’t realise there was so much support out there for Carers. I attended an event during Carers Week and I’m sitting on the task and finish group to help the UHB pull together a Carers Strategy that will help staff like me juggling work and caring responsibilities – **Sioned Jones**



✓ **The UHB’s ‘Grow Your Own’ initiative** offers a unique education pathway for Health Care Support Workers from bands 2 and 3, assistant practitioners at band 4 and flexible options to becoming a registered nurse in all areas of nursing, including adult, mental health and learning disabilities and paediatric services. The programme also meets our corporate social responsibility by investing in our local population and building our future workforce. During 2019/20 we have supported 35 health care support workers to enrol on undergraduate nursing degrees and 32 staff are participating in professional development as part of the scheme.

- ✓ **Our Employers for Carers task and finish group was established in 2019** to identify and support staff who have caring responsibilities outside of their work. Events were held in each of our acute hospitals in November 2019 during Carers Rights Day and were attended by nearly 70 staff. The UHB is also developing a Carers Policy to support staff who are juggling work and caring for someone.



Our UHB Vice Chair, Judith Hardisty, speaks about how we strive to be a caring employer and want to do all we can to support staff who are Carers in their home lives in [this video](#).



**UHB Well-being Objective 6: Contribute to global well-being through developing international networks and sharing of expertise.**

- ✓ **In October 2019 we recommitted to the Charter for International Health Partnerships in Wales.** A recommitment ceremony and celebration took place for NHS organisations to recommit to their pledge to the principles of the Charter, to celebrate all the Charter had achieved and to launch a Charter Implementation Toolkit. Since then many varied and productive links have been established between NHS Wales' organisations and their partners worldwide.



For Example:

**The Transforming Mental Health (TMH) and Learning Disabilities Programme** is continuing to build a national and international reputation for innovative and best practice service delivery approaches. In the last year the Directorate have been invited to speak at conferences in Italy, Ireland, Leeds and in York on the Transforming Mental Health (TMH) Programme. Also, the Mental Health and Learning Disabilities Directorate have formed an international learning collaborative with the Czech Republic who are currently developing their adult and child mental health services. Delegates from the Czech Republic visited the Directorate in July and December to learn more about the TMH programme and the best practice mental health services being delivered. Delegates from the UHB also visited the Czech Republic to learn more about how mental health services currently operate there, to advise on the future development and to bring back knowledge on how they work with non-government organisations (3rd Sector).

**UHB Well-being Objective 7: Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.**

“ I had to go into hospital for a dementia assessment. It was so nice to be able to sit outside the dementia garden in Prince Phillip Hospital. Sitting outdoors and seeing the flowers especially the daffodils brought back a lot of happy memories ”. **Mari Jones**



- ✓ **There has been a growing focus on the use of green space at our sites via staff led projects** to benefit the natural environment and the wellbeing of patients and staff. Examples include:
- A grant funded initiative at Withybush Hospital to renovate the court yard area by Costa Coffee.
  - A 'Magnificent Meadows project' which is focusing on a managed approach to leaving areas of grassland on the site grow wild to encourage biodiversity.
  - Renovation of the Dementia garden in Prince Phillip Hospital which is being re-designed to improve the outdoor space for patients and to encourage biodiversity.
- Pictured below are Green Health Volunteers and student volunteers from Pembrokeshire College.



- ✓ **The Hywel Dda Green Health Network** was set up in 2018 by our colleagues in the psychological Well-being Service. The network meets twice a year and provides an opportunity for staff to come together to share updates and ideas about Green Health projects, meet partner organisations and hear from external speakers to inspire and encourage new ideas and projects across the UHB. Building on this work, in March 2019, the UHB worked with Natural Resources Wales and Urban Foundry to review two primary healthcare sites in relation to increasing provision of greenspaces. The review looked at ways to change the way primary healthcare sites are managed to increase the use of outdoor and the services it can offer for patients, staff and the environment.
- ✓ **Our Welsh Language Team** have encouraged staff members to develop their Welsh language skills through a number of initiatives. The team committed to a 'Work Welsh' programme offering a range of intensive and residential courses at both entry and intermediate level at no cost. They have also established a 'Clwb Clonc' as a pilot project which is a great opportunity for Welsh learners to practice their Welsh language skills with others and are looking at identifying Welsh language champions in departments. The team continue to implement the Welsh Language Standards ensuring that the Welsh language receives equal status to the English language. The team launched information packs available to all departments / wards across the three counties to encourage the use of Welsh with patients through various guidelines, pocket leaflets, flashcards and desk aids.





## Clwb Clonc

Guto Morgan  
Guto.Morgan@wales.nhs.uk

Dewch draw am sgwrs anffurfiol a phaned! Cyfle gwych i ddysgwyr ymarfer eu sgiliau Cymraeg gydag eraill.

Come along for an informal chat and a cuppa! A great opportunity for Welsh learners to practice their Welsh language skills with others.

PRYD? WHEN?

Dydd Iau/ Thursday - 06/02/2020

12:30-13:00

Pob Dydd Iau wedi hynny

Every Thursday thereafter

BLE? WHERE?

Ffreutur

Ysbyty Bronglais Hospital

Canteen



Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

**UHB Well-being Objective 8: Transform our communities through collaboration with people, communities and partners.**

- ✓ **The Learning Disabilities Dream Team was established** by a group of adults with learning disabilities, supported by People First advocacy services. The group was set up to provide advice and support to the Learning Disabilities Programme Group (a strategic group of service managers from Health and Social Care across the 3 counties of Carmarthenshire, Ceredigion and Pembrokeshire). The Dream Team published a [Learning Disabilities Charter](#) and received an award in the 'Empowering people to co-produce their care' at the NHS Wales Awards in October 2019. Below is a picture of some members.



- ✓ **Cultural awareness was a key focus of Diversity Awareness sessions** hosted by the UHB which were delivered during the year. Health Board staff and colleagues from external organisations who attended the sessions had the opportunity to learn about and reflect on the experience of being an asylum seeker. The sessions also raised awareness of work which is ongoing within the UHB to support the Syrian and Vulnerable Person Resettlement Scheme. The sessions were run in partnership with the Ethnic Minorities and Youth Support Team Wales (EYST) and 62 people attended.

## Covid-19

- ✓ **Working in partnership in response to Covid 19** – In response to the overwhelming offers of support, the UHB, local authority partners and the third sector have been working together to mirror the exceptional community spirit and help the most vulnerable.

Recognising that volunteers and support from local businesses and organisations play a crucial role. **Volunteer to help your local NHS was established** asking for volunteers to carry out simple but important tasks such as transporting equipment, food and medication and supporting services and staff in hospitals. **Volunteer to help your local social care services, the third sector and local communities** was also set up to coordinate offers of help to support social care services and those who are vulnerable and isolated in communities. Activities included collecting medication, collecting shopping and/or providing telephone support to those who have lost their usual forms of emotional and social contact.

- ✓ **The Hywel Dda Charities Team** worked with the public, third and private sector to manage donations in the most efficient way for the best outcomes for patients and staff. An Amazon Wish List was developed where the public could purchase items desperately needed.



Whilst the examples above illustrate specific examples of projects which contribute to the individual wellbeing objectives the work to deliver our health and care strategy continues to embed the principles of the act with further examples shown on the next page:



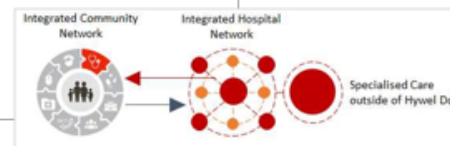
## Our Transformation journey so far in delivering our Health and Care Strategy

### Our Integrated Community Network

- Community pharmacy enhancements including triage and treat, walk-in centres & information pods
- Provision of social prescribing as a GP cluster priority supporting alternative ways to take an active role in own health & well-being
- Advanced Paramedic Practitioners working in Health Board managed GP practices in collaboration with Wales Ambulance Service Trust
- Implementation of integrated Community & Primary Care multi-disciplinary team working including enhanced Advance Health Practitioner roles
- Transformation Fund enabled innovation - Proactive Tech Enabled Care / Crisis Response Service / Connections 4 All

### Our Health & Well-Being Centres

- Opening of Aberaeron and Cardigan Health and Wellbeing Centres offering a range of health and well-being services and support
- Provision of hub & spoke virtual pulmonary rehabilitation in local communities to be extended for multi-morbidity rehabilitation
- Provision of chronic condition management through the Expert Patient Programme (Foodwise; Diabetes first steps; weight management)
- Progress towards delivery of showcase social model for health at the Llanelli Wellness Village development
- Business case submitted to Welsh Government for Cross Hands Health and Wellbeing Centre



### Our Hospital Network









- Front door therapy services established at all 4 acute hospital sites
- Development of the "Bronglais General Hospital: Delivering Excellent Rural Acute Care" strategy
- Development of Ambulatory Care units promoting new roles – Physicians Associates, Advanced Nurse & Paramedic practitioners
- Development of rehabilitation and reablement units at our acute hospitals with a focus on frailty
- Collaborative care model development for older people with a mental health and medical presentation
- Agreement on acute trauma model as part of national Major Trauma Network

### Our Mental Health and Learning Disability Care & Support Network

- Development of the Gorwelion 24hr Community Mental Health Centre including place of safety and peer mentoring roles
- Opening of the Mental Health Twilight Sanctuary in Llanelli jointly with MIND, Hafal, Welsh Ambulance Service Trust and Local Authority
- The pilot of a Learning Disabilities Intensive Support Team to support people at home, avoiding unnecessary admissions
- The Learning Disability "Dream Team" development of a charter to explain what matters most to people with a learning disability
- Enhancement of Psychological Therapy service provision and access
- Development of Primary Mental Health Practitioner roles
- The development of pilot collaborative care model in Bronglais Hospital to bring together the acute and mental health teams for older people with a mental health and acute medical presentation

## Measuring our progress

During 2019-2020 we have continued to work through our internal Task and Finish Group who have reviewed our organisational approach and have linked our objectives to specific Executive Director Portfolios of work as outlined below. While specific areas have been allocated to particular Executive Director Portfolios, this is in a "lead" capacity and it is expected that each department within the UHB will work towards achieving the objectives as appropriate.

<b>Workforce planning and development</b> <ul style="list-style-type: none"> <li>Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.</li> <li>Offer a diverse range of employment opportunities which support people to fulfil their potential.</li> </ul>	<b>Environment and climate change</b> <ul style="list-style-type: none"> <li>Plan and deliver services to increase our contribution to low carbon.</li> <li>Promote the natural environment and capacity to adapt to climate change.</li> </ul>
 <p><b>Our well-being objectives – Contributing to future well-being in Hywel Dda, Wales and beyond</b></p>	
<div>        </div> <div> <p><b>A prosperous Wales</b></p> <p><b>A resilient Wales</b></p> <p><b>A healthier Wales</b></p> <p><b>A more equal Wales</b></p> <p><b>A globally responsible Wales</b></p> <p><b>A Wales of vibrant culture and thriving Welsh language</b></p> <p><b>A Wales of cohesive communities</b></p> </div>	
<b>Early intervention and prevention</b> <ul style="list-style-type: none"> <li>Improve population health through prevention and early intervention, supporting people to live happy and healthy lives. Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.</li> </ul>	<b>Collaboration, involvement and integration</b> <ul style="list-style-type: none"> <li>Transform our communities through collaboration with people, communities and partners.</li> <li>Contribute to global well-being through developing international networks and sharing of expertise.</li> </ul>

The Auditor General for Wales undertook a review at Hywel Dda University Health Board during March 2019 to August 2019. Their examination found that the UHB has continued to embed the sustainable development principle through our work with partners on the Education Programme for Patients (EPP). They reached this conclusion because of the progress made towards ensuring that our corporate approach reflects the need for sustainable development in a challenging financial environment. Also our work with partners to deliver the EPP, which has a strong preventative focus.

In October 2019 we responded to a letter from the Future Generations Commissioner giving examples on how our organisation is applying the Well-being of Future Generations Act into our corporate commissioning and procurement and has participated in workshops and discussions to share knowledge and experiences.

The table in [appendix 2](#) demonstrates the link between our Wellbeing Objectives and the National Indicators for Wales, illustrating the contribution this will make towards national outcomes for the population in Wales. (The national indicators are designed to represent the outcomes for Wales, and its people that will help demonstrate progress towards the 7 well-being goals).



## Using existing resources to support our Well-being objectives

The Act requires that we publish a statement detailing how as a public body we will ensure that resources are allocated annually to meet our Well-being Objectives. As our Well-being Objectives are aligned with, and integral to, the UHB's Annual Plan, we have not identified or allocated specific financial resources. Our priority has been to embed the principles of the Act, so that alignment to the Five Ways of Working and delivery of the Well-being Objectives are integral to our daily way of working.

The UHB has nominated an existing Executive and Officer to maintain oversight of, and act as Future Generations "Champions". Our Future Generations "Champions" are long-standing staff members, and partnership work associated with implementing the Act has become embedded into their existing roles and responsibilities.

The UHB is committed to using the Act in its decision making to contribute to improving the social, economic, environmental and cultural well-being of Wales. We have continued to work with our corporate colleagues to raise awareness of the Act, including Reporting Officers/Executive Directors, so that they can explicitly highlight these in reports to our Board, Committees, Sub-Committees and Groups.

Introduction	Well-being Statement	Embedding the principles	Delivering our Well-being objectives	Measuring our progress	Working with our Public Sector Partners	Our Priorities for 2020/21 onwards	Closing Comments	Appendix 1	Appendix 2
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## Working with our Public Service Boards and Regional Partnership Board

There is a statutory requirement for the UHB to contribute to the work of the Public Service Boards (PSBs) and Regional Partnership Board (RPB) to transform health and social care delivery.

The RPB was established to implement the Social Services and Well-being (Wales) Act 2014. Its membership, and that of the wider West Wales Care Partnership, includes senior executives and the Vice Chair of the UHB, Directors of Social Services and Executive Members from Carmarthenshire, Ceredigion and Pembrokeshire County Councils, senior housing and education representatives as well as third sector care providers, Carers and people with care needs. The RPB has strategic responsibility for delivering health and social care integration across the region. Partners are delivering an ambitious programme for transformation of health and care in West Wales aligned with the objectives of A Healthier Wales. Funding for the Partnership comes principally from the Welsh Government's Transformation Fund and Integrated Care Fund and its work complements a range of initiatives across the region resourced through, for example, Cluster funding, Mental Health Transformation funding, Supporting People, Carers' funding and the Children and Communities Grant alongside core budgets of partner agencies.

Key achievements over the past year have included:

- ✓ Launch of three strategic change programmes under the banner of 'A Healthier West Wales', supported through £12m from the Welsh Government's Transformation Fund
- ✓ The national flagship **Connect** programme, delivered in partnership with Llesiant Delta Wellbeing, which provides a proactive call service to some of our most vulnerable residents and a rapid response to any problems before they need a more acute intervention

- ✓ **Crisis response** provision across the region providing medical and social support to people with short-term medical needs within their own homes
- ✓ The **Connecting People, Kind Communities** programme promoting active citizenship and delivering a 'Connecting to Kindness' initiative approach across West Wales which encourages and supports communities to look after each other
- ✓ Continued delivery of a wide range of initiatives through the Integrated Care Fund including **front of hospital services** helping avoid unnecessary admissions to hospital, **third-sector led schemes aimed at helping people leave hospital sooner** and return to their homes with intermediate support.
- ✓ Agreement of a **professional development framework and programme of learning for commissioners** across partner agencies

### Other examples at County level:


In **Pembrokeshire**. [Link to Pembrokeshire Public Service Board Website](#).



In **Carmarthenshire**. [Link to Carmarthenshire Public Service Board Website](#).




In **Ceredigion**. [Link to Ceredigion Public Service Board Website](#).


## Our Priorities for 2020/2021 onwards

The priority for the year ahead will be to embed our refreshed wellbeing objectives into our organisation through our executive leadership, a programme for increased staff awareness, promotion of a directory of projects and innovative ideas, show casing areas of good practice (for example our green health network).

UHB Well-being Objectives	Wales' National Well-being Goals	Working with our Public Service Board and other partners
<p><b>Plan and deliver services to increase our contribution to low carbon.</b></p> <p><b>Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.</b></p>	 <p><b>A prosperous Wales</b></p>	<ul style="list-style-type: none"> <li>• To maximise opportunities for people and places in both urban and rural parts of our county (Carmarthenshire PSB)</li> <li>• Enable people to create and grasp opportunities and meet challenges throughout their lives through improving vocational and life skills, build confidence and enable people to respond positively to change (Ceredigion PSB)</li> <li>• Work towards a Carbon Neutral and environmentally balanced County with a long term aim to become carbon positive (Pembrokeshire PSB)</li> <li>• A cross-PSB commitment to developing a Recruitment and Employment Transformation Framework to support people to work in Pembrokeshire (Pembrokeshire PSB)</li> </ul>

UHB Well-being Objectives	Wales' National Well-being Goals	Working with our Public Service Board and other partners
<p><b>Promote the natural environment and capacity to adapt to climate change.</b></p>	 <p><b>A resilient Wales</b></p>	<ul style="list-style-type: none"> <li>• People have a good quality of life, and make healthy choices about their lives and environment (Carmarthenshire PSB)</li> <li>• Create environmentally responsible and safe communities that can adapt and respond to the effects of climate change (Ceredigion PSB)</li> <li>• Celebrate the Great Outdoors and using this key asset to support all elements of individual and community well-being (Pembrokeshire PSB)</li> <li>• Produce an Environmental and Climate Change Risk Assessment and develop appropriate measures in response (Pembrokeshire PSB)</li> <li>• Work towards a Carbon Neutral and environmentally balanced County with a long term aim to become carbon positive (Pembrokeshire PSB)</li> </ul>
<p><b>Improve population health through prevention and early intervention, supporting people to live happy and healthy lives.</b></p>	 <p><b>A healthier Wales</b></p>	<ul style="list-style-type: none"> <li>• To make sure that people have the right help at the right time; as and when they need it (Carmarthenshire PSB)</li> <li>• Enable people to live active, happy and healthy lives supporting physical and mental health and improve well-being through promoting healthy behaviors (Ceredigion PSB)</li> <li>• Enable every child to have the best start in life supporting parental preparedness through early intervention, overcome inequalities and promote holistic learning (Ceredigion PSB)</li> <li>• Celebrate the Great Outdoors and using this key asset to support all elements of individual and community well-being (Pembrokeshire PSB)</li> </ul>

UHB Well-being Objectives	Wales' National Well-being Goals	Working with our Public Service Board and other partners
<p><b>Offer a diverse range of employment opportunities which support people to fulfil their potential.</b></p>	 <p><b>A more equal Wales</b></p>	<ul style="list-style-type: none"> <li>• To maximise opportunities for people and places in both urban and rural parts of our county (Carmarthenshire PSB)</li> <li>• Enable people to create and grasp opportunities and meet challenges throughout their lives through improving vocational and life skills, build confidence and enable people to respond positively to change (Ceredigion PSB)</li> <li>• A cross-PSB commitment to developing a Recruitment and Employment Transformation Framework to support people to work in Pembrokeshire (Pembrokeshire PSB)</li> </ul>
<p><b>Contribute to global well-being through developing international networks and sharing of expertise.</b></p>	 <p><b>A globally responsible Wales</b></p>	<ul style="list-style-type: none"> <li>• Work towards a Carbon Neutral and environmentally balanced County with a long term aim to become carbon positive (Pembrokeshire PSB)</li> </ul>
<p><b>Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.</b></p>	 <p><b>A Wales of vibrant culture and thriving Welsh language</b></p>	<ul style="list-style-type: none"> <li>• People have a good quality of life, and make healthy choices about their lives and environment (Carmarthenshire PSB)</li> <li>• Celebrate the Great Outdoors and using this key asset to support all elements of individual and community well-being (Pembrokeshire PSB)</li> </ul>

UHB Well-being Objectives	Wales' National Well-being Goals	Working with our Public Service Board and other partners
<p><b>Transform our communities through collaboration with people, communities and partners.</b></p>	 <p><b>A Wales of cohesive communities</b></p>	<ul style="list-style-type: none"> <li>• Strongly connected people, places and organisations that are able to adapt to change (Carmarthenshire PSB)</li> <li>• Create conditions for communities to support individuals from all backgrounds to live fulfilling, independent lives (Ceredigion PSB)</li> <li>• Enable communities to become prosperous, sustainable and connected by supporting the transformation of economic prospects (Ceredigion PSB)</li> <li>• Transform traditional models of service delivery and access through use of innovative solutions and technology, creating connectivity and improved coverage (Pembrokeshire PSB)</li> <li>• Enable community participation through active citizens and community initiatives (Pembrokeshire PSB)</li> <li>• Undertake a mapping exercise of our communities, to include the physical, natural, cultural assets and infrastructure, and the formal and informal social networks within them (Pembrokeshire PSB)</li> <li>• A coordinated PSB approach to meaningful community engagement, consultation and sharing of knowledge (Pembrokeshire PSB)</li> </ul>

## Closing Comments





Our refreshed Wellbeing Objectives has increased our drive and enthusiasm to create change now and in the future. We are confident that with the support of our Executive Director leads, staff and partners that we will be successful in our endeavors to work and think differently.




This annual report reflects work which took place up to the end of March, 2020 just prior to the significant change of focus required to support the COVID-19 outbreak. Collaboration between public services, third sector, our staff and communities is stronger than ever and provides a firm foundation for our continued work to implement the Well-being of Future Generations Act.

In response to the overwhelming offers of support during the COVID-19 pandemic, the UHB, our local authority partners and the third sector have been working together to ensure this exceptional community spirit helps the most vulnerable and supports local NHS and social care services.








## Appendix 1

Wales' National Well-being Goals	Official Definition used by Welsh Government
 <b>A prosperous Wales</b>	<p>An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change), and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>
 <b>A resilient Wales</b>	<p>A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>
 <b>A healthier Wales</b>	<p>A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p>
 <b>A more equal Wales</b>	<p>A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).</p>

 <p><b>A globally responsible Wales</b></p>	<p>A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing makes a positive contribution to global well-being.</p>
 <p><b>A Wales of vibrant culture and thriving Welsh language</b></p>	<p>A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>
 <p><b>A Wales of cohesive communities</b></p>	<p>Attractive, viable, safe and well-connected communities.</p>

There are five (5) things that public bodies need to think about to show that they have applied the sustainable development principle. These are set out in the table below.

Five Ways of Working	
 <p>Hirdymor Long Term</p>	Looking at the <b>long term</b> so that we do not compromise the ability of future generations to meet their own needs.
 <p>Atal Prevention</p>	Understanding the root causes of the issues to <b>prevent</b> them happening in the first place.
 <p>Cydweithio Collaboration</p>	Working with others in a <b>collaborative</b> way to find shared sustainable solutions.
 <p>Cynnwys Involvement</p>	<b>Involvement</b> of a people in decisions that affect them, and ensuring that those people reflect the diversity of our area.
 <p>Integreiddio Integration</p>	Taking an <b>integrated</b> approach so that we consider how our well-being objectives may impact upon each of the well-being goals, and on the objectives of other public bodies.

## Appendix 2

Hywel Dda University Health Board Well-being Objective	Contribution to <a href="#">National Indicators</a>
Plan and deliver services to increase our contribution to low carbon.	4, 12, 13, 14, 33, 41, 42
Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.	8, 16, 20, 21
Promote the natural environment and capacity to adapt to climate change.	4, 12, 14, 15, 33, 41, 42, 43, 44
Improve population health through prevention and early intervention, supporting people to live happy and healthy lives.	2, 23, 29, 38, 42, 43, 44
Offer a diverse range of employment opportunities which support people to fulfil their potential.	16, 17, 20, 21
Contribute to global well-being through developing international networks and sharing of expertise.	41, 42, 46
Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.	12, 14, 23, 24, 35, 36, 37, 39, 40
Transform our communities through collaboration with people, communities and partners.	23, 24, 25, 26, 27, 30